

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application of: Anand R. Kumar : Examiner: John O. Preston
Serial No.: 10/735,470 : Group Art Unit: 3691
Filed: December 12, 2003 : Attorney Docket No.: 717841.4
For: METHOD AND APPARATUS FOR : Customer No.: 27128
PROVIDING INTEGRATED CUSTOMER :
CARE AND WORK-FLOW MANAGEMENT : Confirmation No.: 4313
Last Office Action: March 19, 2010 :

AMENDMENT A

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action mailed March 19, 2010, please amend the above-identified application in accordance with the amendments and remarks as set forth herein.

Amendments to the Specification begin on page 2 of this document.

Amendments to the Claims are reflected in the listing of claims which begin on page 3 of this document.

Remarks/Arguments begin on page 13 of this document.